



Easy
Read



How train companies say sorry when they do not help customers in the right way

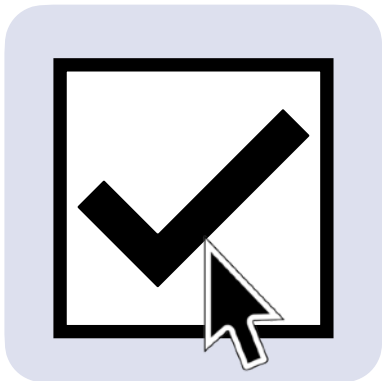
What do you think?



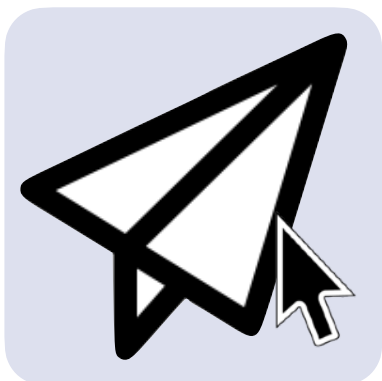
How to use this survey on a computer



You can complete this survey on your computer. First you will need to download it.



When you open the survey on your computer, you will be able to click on the tick boxes and write in the text boxes.



When you have finished the survey, save it to your computer and email a copy to:

ATP@orr.gov.uk

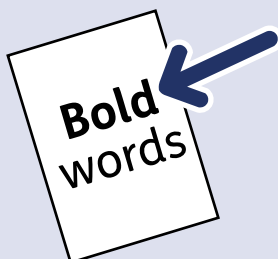
Easy Read



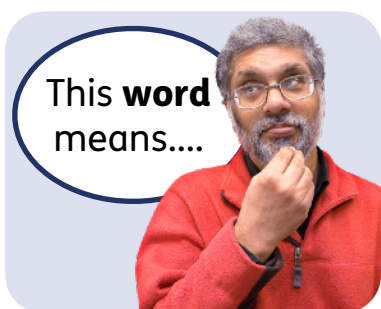
This is an Easy Read version of this document. It may not include all of the information but it will tell you about the important parts.



This Easy Read document uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the document.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

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About this document



We are called the **Office of Rail and Road**. Or **ORR** for short.

We make sure that railways and roads are working well.



We are thinking of changing how train companies say sorry when they do not help older and disabled customers in the right way.



We would like to know what you think about our idea.

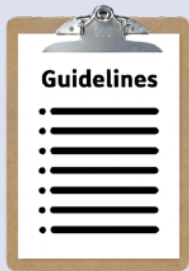


Please read the information and answer the 3 questions if you can.



Please send us your answers by **5:00pm** on **11 July 2025**.

What happens at the moment



We have guidance for train companies about how they should say sorry to older and disabled customers when they have not given them the support they booked.



At the moment, train companies can choose to say sorry by thinking about what is best for the person they are saying sorry to.



Some companies say they will give the person the cost of their ticket, or a certain amount of money back to them.

About our idea



We are thinking about changing our guidance.



When train companies do not support disabled people in the right way, it can affect people in different ways.

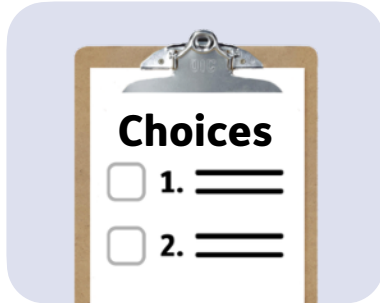


We want to make train companies always say sorry based on what is best for the person they are saying sorry to.



This would help to stop there being a limit on how much money they give to people they are saying sorry to.

Our 2 choices



We have 2 choices for how we could change our guidance.

We can either:



1. Change it so all train companies have to say sorry in the way that is best for the customer, or



2. Keep the guidance as it is now.

Choice 1: Changing the guidance

The good points of this choice are:



- It makes sure train companies are fair when they think about how the person was affected.



- It makes train companies think about how best to say sorry to the person who was affected.



- It could make customers feel more listened to and that it is worth complaining.



- It could help train companies to learn more about how they can provide a better service.

The possible bad points of this choice are:



- It might make it less clear how much money customers will get when they complain.



- Different train companies might say sorry in different ways, but this does happen at the moment too.



- It could mean train companies have to deal with more complaints.



- It could mean that train companies have to spend more money on dealing with the complaints.

Choice 2: Keeping the guidance as it is now



This choice is good for the train companies, as they would not have to change how they deal with complaints.

The possible bad points for this choice are:



- Customers might not feel it is worth complaining if they only get the price of their train ticket back.



- Train companies might not learn as much about how they could provide a better service.

Questions for you to answer



Question 1: What do you think about our idea to make train companies decide how to say sorry to someone in the best way for that person?



Question 2: Please tell us about any ways this idea might cost money that we need to think about.



Question 3: Do you have anything else you would like to tell us about how train companies say sorry when they have not given older and disabled customers the support they booked?

How to send us your answers



Please send us your answers by **5:00pm** on **Friday 11 July 2025**.

You can send your answers back by:



- Email: ATP@orr.gov.uk



- Post:
ATP Guidance redress consultation
Office of Rail and Road
25 Cabot Square
London
E14 4QZ



You can see a Large Print copy of this document on our website here:
www.orr.gov.uk/media/26946

Keeping your information safe



We follow the law about how to keep your information safe.



We plan to share all the comments people tell us on our website.



If you want us to keep what you say private, please tell us why when you send us your answers.



We will try to keep your answers private.
But we may have to share the information if the law says so.



Or you could send us a separate document with the answers you are happy for us to share on our website.

What happens next



We will read and think about all of the information people tell us.



We may talk more about our ideas to people who run and use trains if we need to.



We will share our decision on how train companies should say sorry if they have not helped disabled customers later this year.



We will then decide the best way to get train companies to make any changes if they are needed.

This Easy Read document was produced by easy-read-online.co.uk

You can fill in a quick survey to say what you think about this Easy Read document: info.easy-read-online.co.uk/easy-read-feedback-survey

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